

# Workplace Alaska

## Class Specification Real Estate Technician

<b>Created:</b> 10/05/2005 by Cheryl Evans	<b>AKPAY Code:</b> <b>Class Outline Cat:</b>	<b>Class Code:</b> <b>Class Range:</b>	RR1424W WC7
<b>Finalized on:</b>	<b>Approved by:</b>	<b>Class Status:</b>	Active

<b>Category:</b> Administrative	<b>Class Title:</b> Real Estate Technician
<b>Original Date:</b> 10/05/2005	<b>Use MJR Form:</b> Alaska Railroad

### Original Comments:

### Subsequent Revision Dates/Comments:

Changed typing speed to 40 wpm. (3/16/07) Added driver's license requirement (4/9/08)

<b>Last Update:</b> 04/09/2008	<b>EEO4:</b> 5	<b>SOC:</b> 43-9199	<b>Census:</b>
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### Last Update Comments:

### Definition:

To provide technical and general administrative support to the Real Estate Department; issues contracts for use of ARRC property and dock facilities. Provides contract administration, billing, collections and support. Provides administrative support for Vice President and Director of Real Estate and other department managers and supervisors with special projects.

### Distinguishing Characteristics:

### Examples of Duties:

Issues general permits and contract supplements for use of ARRC property. Serves as primary point of contact for Dock Use Permits, Boat Storage and Vendor Permits. Receives, reviews, and analyzes permit applications for use of ARRC dock facilities to determine appropriate process and permit document to authorize use. Prepares and issues permit documents. Assures appropriate insurance is provided. Enters contracts in Real Estate Management Database system. Determines applicable permit fee based on authorized use. Administers contracts throughout permit term to assure compliance with contract provisions. Prepares invoices for permits issued based on appropriate schedule or tariff. Monitors Accounts Receivable to assure payments are made as required. Contacts Permittee as needed for non-compliance issues or collections as needed. Tracks required insurance, updates database, runs expired insurance report. Contacts tenant when insurance not current.

Performs administrative duties to include, but not limited to, the following: sorts and distributes mail; responds to callers and visitors, provides assistance and/or routes to appropriate personnel; coordinates meetings, coordinates travel arrangements; assists with special projects; assists in development of marketing brochures, tenant notices, customizes invitations, forms and handouts. Prepares expense reports; AFEs, and check requests, enters requisitions and BPO's into computer purchasing system; codes invoices with appropriate center/GL code, files invoices, tracks expenses by project. Updates Real Estate Management System Database as needed. Inputs insurance renewal information. Runs expired insurance report. Sends follow-up letter to tenants requesting update insurance certificates. Responsible for maintaining Real Estate contract files. Maintains accurate and complete files of ARRC permits and leases in addition to real estate subject, project, and environmental files. Maintains reference library of reports and studies. Opens new files upon receipt of lease applications and provides to Leasing Manager for processing. Maintains record of files transferred to offsite storage and tracks files retrieved and returned to storage. Acts as file management resource for the Real Estate staff.

Writes a variety of letters to customers over own signature including collection letters when accounts become delinquent, contract compliance issues, customer complaints, and requests for information. Researches information as required to respond to queries by using the Real Estate Database Management System (GIS), contract file, or contacting other departments.

Provides budget support. Runs various budget reports to include expense detail, budget variance reports. Prepares monthly actual to budget expense and revenue reports, highlighting variance figures providing variance detail explanation. Prepares spreadsheet for cruise ship billings to track revenue and provide a year-to-year comparison of dock revenue.

Coordinates activities associated with Ship Creek parking lots. Works directly with a parking management service to set up and maintain lots each summer. Coordinates with Passenger Services Department regarding Depot parking lot. Responds to customer complaints regarding parking lots. Coordinates with service contractor as needed to resolve complaints if appropriate. Makes site inspections as needed throughout the summer. Reviews and tracks expenses and revenue for the parking lots.

Runs monthly invoices, reviews and distributes invoice register, makes corrections, and transmits via GIS system to Accounting. Monitors collections, writes collection letters as needed to assure accounts are current.

Issues ice climbing and wind surfing permits to clients, answers questions, reviews rules and safety issues with clients, and assists in completion of forms. Works with Security on trespass issues related to Boat Storage, parking lots, and ice climbing permits.

Maintains supply inventory by ordering and purchasing supplies for the department. Updates Department bulletin Board. Ensures operation of equipment by completing preventive maintenance requirements and calls for repairs when necessary.

Contributes to team effort by accomplishing related duties as needed.

### Knowledge, Skills and Abilities:

Factor 1 - Knowledge Required

High school diploma or GED equivalent required. Knowledge of Real Estate terminology, practices and procedures is preferred. Must have a working knowledge of ARRC Tariffs and ARRC accounting procedures as applied to dock use, boat storage and vendor permitting and invoicing. Must have knowledge of grammar, punctuation, sentence structure, formats and filing standards for a corporate office. Must be able to research and organize information into meaningful and concise reports. Must have the ability to communicate clearly and concisely orally and in writing. Requires ability to write letters in response to queries providing appropriate information based on past experience and knowledge of Railroad operations specifically related to lease and permit contracts. Requires skill and ability to proficiently operate a personal computer using Word and Excel. Experience with PowerPoint and Visio is preferred. Required to run reports and retrieve data from database management systems in order to develop reports based on general request for supervisor. Required to know ARRC's Accounting Codes for coding invoices. Requires knowledge of ARRC's AS400 Financial System including Accounts Receivable to research information on customer accounts, Budget Preparation to input budget and run reports, and Purchasing Management to input requisitions. Ability to type 40 wpm. Must be able to use tact and courtesy in dealing with employees and customers at all times.

#### Factor 2 - Supervisory Control

Performs duties under the general supervision of the Director, Real Estate on department administrative, permitting and invoicing duties. Incumbent uses own initiative in establishing priorities in determining how to respond to queries. Incumbent expected to use independent judgment in responding to issues related to depot tenants and boat storage contracts. Must be able to work independently on administrative duties to prioritize, plan and organize workflow to meet deadlines. Also performs duties directly for the department's Vice President, managers and supervisors on special projects. Performance of duties is reviewed from the standpoint of timely completion and accuracy of assignments.

#### Factor 3 - Guidelines

Procedures for performing work have been established for some assignments. Uses ARRC Tariff to determine applicable rate when billing for freight and passenger use permits. Uses Accounts Receivable procedures in performance of duties. Able to use initiative and judgment in determining appropriate ARRC or department guidelines, references, and procedures for application to specific tasks or situations. Must be flexible when specific guidelines are not available to determine appropriate process based on past experience and end result required. Must maintain the workflow by studying methods and developing procedures. Incumbent maintains a desk procedures manual for future reference.

#### Factor 4 - Complexity

The position involves a wide variety of duties requiring different processes, procedures and application of rules. Applies ARRC Tariff in determining applicable rates for dock use for passenger and freight billings. Uses Accounts Receivable system and procedures in collection process. The position requires the ability to use personal judgment to react professionally to a wide range of business situations. The nature of the work is fast paced, time sensitive, requiring quick response. Inputs, updates, and maintains contract information in a complex real estate database management system. Incumbent is required to read and interpret contracts in order to determine appropriate action and/or response to queries related to depot leases and boat storage permits. The Department handles a large volume of contract documents. Real Estate files are permanent records with legal impacts and must be maintained to assure ability to retrieve documents as needed.

#### Factor 5 - Scope and Effect

The interpersonal skills and work product directly affects the image of ARRC in view of the general public, customers, public agencies and private industry personnel, and will directly impact income for the railroad. The Real Estate department generates a significant amount of revenue for the corporation. This position has a significant impact on the ability of the Department to respond to queries and track documents for follow-up. The effectiveness of incumbent in supporting staff in accomplishing department objectives and organizing work is essential to the success of the Department. Dock use and Depot Building leases are a major source of revenue to the corporation and responding to tenant requests is essential to maintaining a good relationship and image in the real estate community. The skill and tact of this position directly impact the image of the department to the public.

#### Factor 6 - Personal Contacts

Contacts are with ARRC employees, customers, and the general public, real estate industry professionals and representatives of public agencies that can materially affect the success of the department. Must demonstrate sound professional judgment, maturity, dependability and the ability to handle people with tact and courtesy at all times.

#### Factor 7 - Purpose of Contact

Contacts are for the purpose of obtaining/providing information in order to perform everyday duties related to all forms of permits, invoicing, collections, including research for department managers. Contacts with clients, prospective clients and other non-ARRC persons are to gather information and data related to special projects, to provide information regarding the services of the department, and to facilitate processing of transactions. Contacts related to dock use permits, depot leases, and boat storage permits are for specific contract related issues to provide information related to contract requirements i.e. follow up on tenant requests or complaints, pursue collections, assure contract compliance etc. Incumbent follows up with tenant to assure tenant issue has been addressed satisfactorily.

#### Factor 8 - Physical Demands

Work is sedentary requiring no unusual physical demands.

## Factor 9 - Work Environment

Corporate office environment.

### **Minimum Qualifications:**

High school diploma or GED equivalent required. Must have two years of general office experience, which included accounting/invoicing, permitting and/or contract administration responsibilities. Basic knowledge of office procedures is required. Knowledge of permitting processes is preferred. Knowledge of Real Estate terminology, practices and procedures is preferred. Knowledge of grammar, punctuation, sentence structure, formats and filing standards for a corporate office is required. Must be able to research and organize information into meaningful and concise reports. Ability to communicate clearly and concisely orally and in writing is required. Requires skill and ability to proficiently operate a personal computer using Word and Excel. Experience with PowerPoint, Visio and database management applications such as Access are preferred. Must have the ability to type 40 wpm. Must be able to use tact and courtesy in dealing with employees and customers at all times. Must possess valid driver's license.

### **Required Job Qualifications:**

**(The special note is to be used to explain any additional information an applicant might need in order to understand or answer questions about the minimum qualifications.)**

### **Special Note:**

### **Minimum Qualification Questions:**

Did you answer all of the above listed questions?